

Amendments to the Specification:

Please replace the paragraph beginning at page 5, line 7 with the following amended paragraph:

The message area 108 may be positioned below the work area 104 so that the customer interaction center agent can view messages in the message area without being interrupted during a customer interaction session. As more messages arrive, they are concatenated and displayed as scrolling messages in a particular direction, such as scrolling in a horizontal direction from right to left. The message area 108 includes a separator [[102]]110, such as a “[” character, as a means of distinguishing one message from the other, but other separator means can be employed. The messages can be assigned one or more priority identifiers and can be highlighted for agent's immediate attention. For example, high priority items can be displayed in a bold format, whereas, normal priority messages can be displayed in non-bold format.

Please replace the paragraph beginning at page 7, line 5 with the following amended paragraph:

FIG. 2E shows a GUI 200 to allow a supervisor of a customer interaction center agent to send broadcast messages to a customer interaction center agent. The GUI 200 includes a window 202 with a text box 208 for a supervisor to enter a text message addressed to one or more customer interaction center agents. The supervisor can use recipient area 204 to identify the recipient of a message, title box [[200]]206 to provide a title of a message, and priority identifier 212 to assign a priority to a message. ~~The supervisor can~~ supervisor can set when a message is to expire by entering in a duration area 210 expiration date/time for a message. The supervisor can then send the message to a recipient by pressing a send button 214 or cancel the message by pressing a cancel button 216. For example, a supervisor can generate a message and set the message to expire in one hour. The supervisor then sends the message to one or more

customer interaction center agents where it is displayed in the scrolling message bar as a “new” message. When the message expires in an hour, the message is automatically marked as “past” and is removed from the scrolling message bar 108. The “past” message can still be viewed in the pop-up window 150 (FIG. 2D) by setting the drop-down menu to “past” and searching for the particular “past” message.